

FOREIGN LANGUAGE EMERGENCY INTERPRETATION SERVICES  
SIDE BY SIDE COMPARISON

	New State Contract	LLS California Multiple Award Schedule (CMAS)
Agreement Between:	CA 9-1-1 Division (State) and LLS (Contract administered by the State).	PSAP and LLS
Contract Type:	Foreign Language Emergency Interpretation Services specific to 9-1-1 emergency calls.	Foreign Language Interpretation and Translation Services
Contract Term:	Three (3) year term; expires 5/31/2016.	LLS CMAS term expires 9/30/2013.
Statute Compliance	Meets the Warren-911-Emergency Service Act requirements.	Unknown
PSAP Required Action to Use Contract:	PSAP e-mails State (Wendy Gavia ( <a href="mailto:Wendy.Gavia@state.ca.gov">Wendy.Gavia@state.ca.gov</a> ) to notify they want to use the new State Contract; no further action required by PSAP.	PSAP contacts LLS.
Contract Rate:	\$0.59 per interpretation minute.	<ul style="list-style-type: none"> <li>Varies. Negotiated between PSAP and LLS.</li> <li>Effective 8/1/2013 LLS will reduce the per interpretation minute rate from \$1.25 to \$0.59 for the remaining term of the PSAP's active PO. No action is required by PSAP.</li> </ul>
Terms of Agreement:	Competitively bid; Contract requirements include: Interpreter Operational Requirements, Web-site portals, established metrics with penalties if/when requirements or metrics have not been met by LLS, among other requirements.	Unknown. LLS and PSAP negotiate when PO is prepared.
LLS Monthly Billing:	LLS issues one monthly invoice to the State for all PSAPs who use the statewide Contract.	LLS issues a monthly invoice to the State for each PSAP with an active PO.
LLS 800# Answered by:	PSAP <u>must</u> have a live customer service representative (this is a requirement of the contract, not an option).	PSAP <u>may</u> choose to have an automated attendant <u>or</u> live customer representative.
LLS 800#:	PSAP <u>must</u> use LLS (800-880-1994) that is answered by a live customer service rep.	PSAP <u>may</u> use LLS (800-523-1786) that has an automated attendant <u>or</u> LLS (800-880-1994) to use a live customer service representative.
PSAP Required Action for LLS 800#:	PSAP will be required to program LLS (800-880-1994) and delete any other LLS or CanTalk 800# speed dials in system by 6/28/2013.	No action is required by PSAP if they like the way their calls are answered by LLS.
LLS Client ID:	<ul style="list-style-type: none"> <li>If PSAP has an existing LLS Client ID, then the LLS Client ID will be used.</li> <li>LLS will assign a new LLS Client ID for PSAPs who do not have one.</li> </ul>	PSAP is assigned a Client ID by LLS.
PSAP (Customer) Concerns/ Complaints:	<ul style="list-style-type: none"> <li>PSAP will contact LLS (State will be copied to monitor and track resolution).</li> <li>State and LLS in the process of developing a Customer Concern form that will be shared with PSAPs when finalized.</li> </ul>	<ul style="list-style-type: none"> <li>PSAP is responsible for contacting LLS to report issues and monitor resolution.</li> <li>PSAP uses Voice of the Customer (VOC) form.</li> <li>Resolution is between PSAP and LLS; the State is not a part of this process.</li> </ul>
LLS Monthly Reports:	State receives from LLS monthly data reports, customer service reports, and other reports.	LLS provides upon request.